

BOARD OF WATER SUPPLY

CITY AND COUNTY OF HONOLULU
630 SOUTH BERETANIA STREET
HONOLULU, HI 96843



January 11, 2013

KIRK CALDWELL, MAYOR

DUANE R. MIYASHIRO, Chairman
MAHEALANI CYPHER, Vice Chair
THERESIA C. McMURDO
ADAM C. WONG
KAULANA H. R. PARK

ROSS S. SASAMURA, Ex-Officio
GLENN M. OKIMOTO, Ex-Officio

ERNEST Y. W. LAU, P.E.
Manager and Chief Engineer

ELLEN E. KITAMURA, P.E.
Deputy Manager and Chief Engineer

The Honorable Ernest Y. Martin, Chair
and Members
Honolulu City Council
530 South King Street, Room 202
Honolulu, Hawaii 96813

Dear Chair Martin and Councilmembers:

Subject: Board of Water Supply's New Customer Care and Billing System

The Honolulu Board of Water Supply (BWS) and the City Department of Environmental Services (ENV) will be launching a new customer billing system in January 2013. The change is necessary as the current system runs on out-dated computer equipment that needs to be replaced in order to continue effective customer service.

As part of this change, customers who normally receive a bi-monthly combined water and sewer bill will receive a monthly bill. The transition to monthly billing may take up to two months.

The conversion to monthly billing will give BWS and customers the ability to align their payments with other monthly expenses. Monthly water use information will give them more opportunities to monitor and adjust water use. It also may allow quicker detection and repair of property leaks.

Enclosed for your information are copies of informational pieces that have been distributed or are currently being sent to customers to notify them about the changes to expect with the implementation of the new monthly billing system.

If you have any questions, please contact the BWS Communications Office at 748-5041.

Very truly yours,

ERNEST Y. W. LAU, P.E.
Manager and Chief Engineer

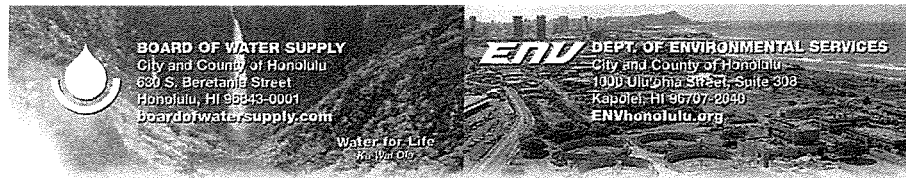
Enclosures

APPROVED:

Ember Lee Shinn
Managing Director Designate

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Aloha Valued BWS Customer,

The Board of Water Supply (BWS) will be switching from bi-monthly billing to monthly billing for your water and sewer services in the coming months. We expect this change will lead to more timely information and better customer service by:

- Allowing you to better align your payment with other bill schedules.
- Providing more frequent consumption data to help make adjustments to your water use.
- Helping to identify unusual water usage such as property leaks, allowing for prompt repairs, and thereby reducing the magnitude of high bills caused by leaks.

Your billing period for your first monthly bill will depend on:

- If you received your last bill **more than 30 days** before the change, then your first monthly bill will be for about 60 days of service and will be due on the **PAYMENT MUST REACH US BY** date.
- If you received your last bill **30 days or less** before the change, then your first monthly bill will be for about 30 days of service and will be due on the **PAYMENT MUST REACH US BY** date.

Thereafter, you will be billed monthly in accordance with your regular monthly billing schedule.

If you have any questions about this billing change, please contact a BWS Customer Service Representative at (808) 748-5020.

Mahalo!



NEIGHBORHOOD BOARD INFORMATION SHEET

November 2012

MAIN BREAK REPORT:

GENERAL WATER ANNOUNCEMENTS:

New Billing System Changes and Online Customer Service Options

The Board of Water Supply (BWS) will be switching over to a new customer billing system in January 2013, which will allow the BWS to provide better service to you by implementing customer care industry best practices. In conjunction with the launch of the new billing system, the BWS is providing customers with more self-service and online customer service options through its website, www.boardofwatersupply.com. Online bill viewing, paperless billing, and electronic customer service request forms are now available. The BWS is also moving toward providing customers with the option to pay their water and sewer bills online at their convenience.

The new billing system will make some changes to your bill. The significant changes are that water and sewer bills will be sent monthly for more timely information and all customers will be given new account numbers. Monthly billing will allow for better payment alignment with other bill schedules, more frequent consumption data to help make adjustments to water use, and help to identify unusual water usage such as property leaks, allowing for prompt repairs, and thereby reducing the magnitude of high bills caused by leaks.

The same detailed information on adjustments, payments, and balances will continue to be presented clearly and simply on your new bill. For more information, please visit our website at www.boardofwatersupply.com. Information will also be sent to all customers in their upcoming bills.

Comments/Questions:



NEIGHBORHOOD BOARD INFORMATION SHEET

January 2013

MAIN BREAK REPORT:

GENERAL WATER ANNOUNCEMENTS:

Monthly Billing

As a reminder, the Board of Water Supply (BWS) is switching to a new customer billing system later this month that will allow for monthly billing. Customers are advised of the following service changes that will be phased in over the next couple of months:

- Customers will begin receiving their combined water and wastewater bill on a monthly basis;
- Elimination of the Minimum Payment option; and
- A new 10-digit account number will replace the previous 14-digit number.

Customers who utilize online banking services will need to inform their bank of the new 10-digit account number. However, Customers enrolled in Automatic Bill Payment (ABP) with the BWS do not need to take further action.

A bill insert and sample of the new bill will be mailed to all customers. We appreciate your patience and cooperation as the BWS converts to this new system. For more information, please visit the BWS's website at www.boardofwatersupply.com or call the BWS Communications Office at 748-5041.

Water Conservation Contest and Calendar

The Board of Water Supply (BWS), in partnership with Hawaii Energy and other sponsors, has launched its 2013 Water Conservation Week Poster and Poetry contests, aimed at educating island keiki about the importance of water conservation and resource sustainability. This year's contest theme, "Save Water, Save Energy", encourages students to learn about the relationship between water and energy conservation and how we all can help preserve limited natural resources. The poster contest is open to students in Kindergarten through 6th grade and the poetry contest is open to students in grades 7-12.

Further information about these contests, including educational materials for student and teachers, are available online at www.boardofwatersupply.com. Please share this information with any teachers or keiki you may know and encourage them to enter the contests. In addition to helping keiki learn about our precious water supply, winning entries will receive prizes and be featured in the 2014 Water Conservation calendar!

The deadline to enter these contests is Wednesday, March 6, 2013. You may call the BWS Communications Office at 748-5041 should you have any questions.

Comments/Questions:

BOARD OF WATER SUPPLY

CITY AND COUNTY OF HONOLULU
630 SOUTH BERETANIA STREET
HONOLULU, HI 96843



January 11, 2013

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Manager and Chief Engineer

ELLEN E. KITAMURA, P.E.
Deputy Manager and Chief Engineer

Aloha Valued Customer:

The Honolulu Board of Water Supply (BWS) and the City Department of Environmental Services (ENV) will soon be launching a new billing system. The current system runs on out-dated computer equipment and replacement of the old system is necessary in order to continue effective customer service.

As part of this change, customers who normally receive a bi-monthly combined water and sewer bill will receive a monthly bill. The transition to monthly billing may take up to two months.

The conversion to monthly billing will give you the ability to align your payments with other monthly expenses. Monthly water use information will give you more opportunities to monitor and adjust water use. It also may allow quicker detection and repair of property leaks.

With your first monthly bill, you can also expect a helpful special insert. It will feature a sample of a monthly billing statement that highlights important changes that you need to be aware of. These include a new 10-digit account number, the elimination of the Minimum Payment option, and the "Payment Due Date" is now "Payment Must Reach Us By" date.

If you pay your bill using online banking services, you will need to update your account number with your bank. If you have an Automatic Bill Payment service with the BWS, no action is needed.

In conjunction with the launch of the new billing system, the BWS is pleased to offer you the option to view your bill online through its website, www.boardofwatersupply.com. This new feature will provide convenient online access to view your bills and bill history. You can also choose to sign up for paperless billing and email bill notification. If you want to continue to receive paper bills, no action is necessary on your part.

We appreciate your patience and understanding as we move into this new way of doing business. For more information about monthly billing, please visit the BWS's website at www.boardofwatersupply.com or call the BWS's Customer Care staff at 748-5030 or Communications Office at 748-5041.

Very truly yours,

ERNEST Y. W. LAU, P.E.
Manager and Chief Engineer



Water for Life
Ka Wai Ola

IMPORTANT Changes to Your Monthly Water and Sewer Bill

BOARD OF WATER SUPPLY
City & County of Honolulu
630 South Beretania Street
Honolulu, Hawaii 96843
www.boardofwatersupply.com
BWS/2012

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City & County of Honolulu
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Honolulu, Hawaii 96843
www.boardofwatersupply.com
BWS/2012

Board of Water Supply
City & County of Honolulu
630 South Beretania Street
Honolulu, Hawaii 96843
www.boardofwatersupply.com



Dear Customer:

The Board of Water Supply (BWS) is switching over to a new customer billing system, which will allow the BWS to provide better service to you by implementing customer care industry best practices. In conjunction with the launch of the new billing system, the BWS is providing customers with more self-service and online customer service options through its website, www.boardofwatersupply.com.

The new billing system will make some changes to your bill. The significant changes are:

- Water and sewer bills will be sent monthly for more timely information.
- Change of account number. Please make note of your new account number.
- Payment Due Date is now "Payment Must Reach Us By" Date.
- Full payment will be due 20 days after the Billing Date
- Minimum payment by due date is no longer a payment option.

The same detailed information on adjustments, payments, and balances will continue to be presented clearly and simply on your new bill. Bill paying information and telephone numbers are also included so you can find help when you need it. Inside this brochure, we've included an illustration of our billing statement, highlighting the important changes you'll see on your new statement.

We hope that our new system will make doing business with us a better experience. To learn more about our new billing system, please visit our website at www.boardofwatersupply.com.

Very Truly Yours,

ERNEST Y. W. LAU, P. E.
Manager and Chief Engineer

Your Monthly Water and Sewer Bill

Key Information At-A-Glance

A. ACCOUNT DETAILS
Please note your new account number.

B. WATER & SEWER BILLING SUMMARY
of your account and the **TOTAL AMOUNT DUE.**

C. PAYMENT MUST REACH US BY the date by which your payment for the **CURRENT CHARGES** must be received by BWS to be on time.

D. GRAPHIC CHART of your water usage pattern for the past year.

E. PAYMENT MUST REACH US BY the date by which your payment must be received by BWS to be on time. Also, please note that **MINIMUM PAYMENT** by Due Date, which was offered before, is no longer a payment option.

Going forward, you will be billed monthly for your water and sewer services. Please take a few minutes to review the guide below indicating important changes to your monthly bill.

BOARD OF WATER SUPPLY
City and County of Honolulu
130 S. Beretania Street
Honolulu, HI 96813-0001
boardofwatersupply.com

DEPT. OF ENVIRONMENTAL SERVICES
City and County of Honolulu
1000 Uluia Street, Suite 308
Honolulu, HI 96813-0940
ENVHONOLULU.ORG

Water for Life

TOTAL WATER CHARGES \$50.57

Customer Inquiries? Call 808-748-5000
Water Trouble? Call 808-748-5000 (24 hours)
Office Hours: Monday thru Friday 7:45 am to 4:30 pm

TOTAL SEWER CHARGES \$117.79

Sewer Questions? Call 808-768-3330
Sewer Trouble? Call 808-768-7272 (24 hours)
Office Hours: Monday thru Friday 7:45 am to 4:30 pm

ACCOUNT INFORMATION
Account Number: **578595328**
Name: CUSTOMER SAMPLE
Address: 630 SOUTH BERETANIA STREET
Billing Date: 10/29/2012

WATER & SEWER BILLING SUMMARY Click here for details

| | |
|------------------|----------|
| Previous Balance | \$133.18 |
| Payments | \$133.18 |
| Adjustments | \$0.00 |
| Corrections | \$0.00 |
| Current Charges | \$168.36 |

TOTAL AMOUNT DUE \$168.36

PAYMENT MUST REACH US BY 11/19/2012
ABP Amount will be deducted on 11/14/2012

| DATE | TROUG | GAZ | WATER CHARGES |
|------------|-------|-----|---------------|
| 10/29/2012 | 13 | 36 | \$50.57 |
| 09/14/2012 | 7 | 36 | \$30.47 |
| 08/14/2012 | 18 | 61 | \$29.60 |
| 06/14/2012 | 13 | 55 | \$46.18 |
| 05/20/2012 | 14 | 65 | \$49.24 |
| 02/15/2012 | 18 | 65 | \$54.01 |
| 12/14/2011 | 14 | 65 | \$44.00 |
| 10/13/2011 | 13 | 62 | \$43.11 |
| 08/12/2011 | 13 | 57 | \$42.19 |

BOARD OF WATER SUPPLY
CITY AND COUNTY OF HONOLULU
CUSTOMER CARE DIVISION
130 S. BERETANIA STREET
HONOLULU, HI 96813-0001

ACCOUNT NUMBER
578595328

PAYMENT MUST REACH US BY
11/19/2012

PAYMENT MUST REACH US BY 11/19/2012 BY 4:30 PM. PAYMENTS MUST BE MADE BY 4:30 PM. PAYMENTS MADE AFTER 4:30 PM WILL BE CONSIDERED NEXT BUSINESS DAY.

TOTAL AMOUNT DUE
\$168.36

AMOUNT ENCLOSED - OAHU

DO NOT PAY THANK YOU

Make checks payable to: BOARD OF WATER SUPPLY

10000576517532800000168360000000007

Front of Bill

For More Information

Monday-Friday
7:45 am-4:30 pm

Water Questions (808) 748-5000
Customer Care (808) 748-5030
Water Trouble (808) 748-5000 (24 hours)
Tips for efficient water use ... (808) 748-5041
Sewer Questions (808) 768-3330
Sewer Trouble (808) 768-7272 (24 hours)

For the Record-- All your Billing Details

F. RECAP item by item, of recent transactions and your previous and current balances.

G. Monthly WATER CHARGE and **RATES** explained fully.

H. Monthly SEWER CHARGE and **RATES** explained fully.

I. INFORMATION ABOUT YOUR BWS ACCOUNT-- bill payment and responsibility for making timely monthly payments.

J. WHO TO CALL for help with your water questions and services at the Board of Water Supply.

K. WHO TO CALL for help with your sewer questions and services at the Department of Environmental Services.

DATE 10/29/2012

PAYMENTS/ADJUSTMENTS/CHARGES

Previous Balance 133.18

Payment 0.00

Balance Before Current Charges 0.00

G Single Family Water Charges 09/22/2012 to 10/29/2012

Tier 1 = 13 Kgal @ \$3.35 43.55

Water Billing Charge 7.02

Total Water Charges 50.57

Meter No: 01030125 Curr Rdg: 883.000 Prev Rdg: 869.068 Cons: 13.032 thousand gals

H Single Family Sewer Charges 09/22/2012 to 10/29/2012

Water Irrigation Factor - 3 Kgal @ \$0 0.00

Sewer Volume Charge - 10 Kgal @ \$3.77 37.70

Sewer Base Charge for 1 Unit 80.09

Total Sewer Charges 117.79

TOTAL AMOUNT DUE \$168.36

PAYMENT MUST REACH US BY 11/19/2012

Please note that your Account Number has changed. Please use this new account number for all payments and account inquiries.

The Board of Water Supply has switched to a new customer billing system and is moving from bi-monthly to monthly billing, phased in over the next three (3) months. For more information, visit our website at www.boardofwatersupply.com.

I PAYING YOUR BILL

- By mail using the enclosed envelope. Allow sufficient time for your payment to reach us by the **PAYMENT MUST REACH US BY DATE**.
- By Automatic Bill Payment from your checking or savings account.
- In person at our office or at our night deposit box at 630 South Beretania Street.
- At any Safelite City Hall. Please call 808-768-3798 for locations and hours of operation.
- There is a charge for all dishonored payments.

MOVING/VACATING
All water and sewer charges will continue to be your responsibility until you notify us to close your account under your name.

NOT PAYING YOUR BILL ON TIME

- If payment is not received by the **PAYMENT MUST REACH US BY DATE**, the entire amount shall become past due and a final notice will be issued.
- If you receive a Final Notice, all past due amounts must be received by the Final Notice Date or water may be disconnected.
- If your water is turned off for non-payment you will be required to pay your bill in full, plus a turn-on charge, before your water can be restored.

DIRECT LINE NUMBERS

BOARD OF WATER SUPPLY
Water Questions 808-748-5000 (Monday-Friday, 7:45am - 4:30pm)
Customer Care 808-748-5030
Water Trouble 808-748-5000 (24 Hours)
Tips for Efficient Water Use 808-748-5041

DEPARTMENT OF ENVIRONMENTAL SERVICES
Sewer Questions 808-768-3330 (Monday-Friday, 7:45am - 4:30pm)
Sewer Trouble 808-768-7272 (24 Hours)

To ensure proper credit to your account, do not punch holes, staple, fold or mutilate this form. Thank you.
Please make sure the Water Department address appears in the envelope window.

10000576517532800000168360000000007

Back of Bill

Monthly Billing Frequently Asked Questions (for Website)

Why is the Board of Water Supply (BWS) switching to monthly billing and what are the benefits?

To provide you with improved service, the BWS is implementing monthly billing. We currently bill you bi-monthly (for 60 days of service). We will start phasing in monthly billing (30 days of service) soon after January 2013.

We expect that this change will lead to more timely information and better customer service by:

- Allowing you to better align your payment with other bill schedules.
- Providing more frequent consumption data to help make adjustments to your water use.
- Helping to identify unusual water usage such as property leaks, allowing for prompt repairs, and thereby reducing the magnitude of high bills caused by leaks.

When will payment for my first monthly bill be due?

Your payment due date for your first monthly bill will depend on:

- If your last bill was received two months before the change, then your first new monthly bill will be for about 60 days of service and will be due on the PAYMENT MUST REACH US BY date as indicated on your bill.
- If you are billed one month before the change, then your first new monthly bill will be for about 30 days of service and will be due on the same date as your last bi-monthly bill.

Thereafter, you will be billed monthly in accordance with your regular monthly billing schedule.

What will my minimum bill be?

Under the current rates for fiscal year 2012-2013, the minimum monthly billing charge for water will be \$7.02.

The monthly billing charge pays for costs associated with billing customers for their water use. These activities include:

- the current and future costs of the new Customer Care & Billing system, which replaces the Customer Accounting System that can no longer be supported with available hardware or software ;
- costs to collect, process, and mail billing information and payment;
- current and future meter maintenance and repair;
- the costs of billing and customer service personnel; and
- future improved payment services, including online bill payment.

I'm enrolled in Automatic Bill Payment (ABP) with the BWS, how will this affect me?

If you are signed up for ABP, you will continue to have your account charged on the "ABP Amount will be deducted on" date as shown on the bill. Your account will be billed each month and BWS will submit bank payment requests each month.

I use Online Bill Payment at my bank; will I need to make any changes?

Yes. Please note that your account number will change, so you will need to update your financial institution of the new account number. Also, payment is due each month rather than every other month.

Will my meter now be read each month?

Meter readings will be collected monthly. This information will be reflected on the monthly bills. Monthly readings will allow us to identify high usage and possible leaks more quickly and provide for quicker customer notification. If the meter cannot be read, the system will estimate consumption based on historical usage until the reading issue can be resolved the following month.

I am already a monthly customer, how will this affect me?

If you are currently a monthly customer, the only change you will see will be your account number. You will continue to receive a monthly bill as usual.

I am a customer who normally receives a bimonthly bill, so why have I already received a monthly bill?

As part of the transition to monthly billing, you may receive bills that reflect between about 24 and 60 days of service, until the migration is completed. This is because of billing cycle adjustments needed to align your current bimonthly meter reading cycle with a monthly cycle.

Where or how can I pay my bill?

You have the following options to pay your bills:

- **In person:**
 - At our office or via our night deposit box at the BWS Public Service Building at 630 South Beretania Street. Our regular business hours are 7:45 AM to 4:30 PM, Monday – Friday except holidays; or
 - At any Satellite City Hall (click on the link for locations and hours of operation).
- **By mail:** Please allow sufficient time for your payment to reach us by the “PAYMENT MUST REACH US BY” date as indicated on your bill.
- **Via Automatic Bill Payment:** You can sign up to have your bill automatically paid from your checking or savings account by visiting our website at www.boardofwatersupply.com then clicking on the “Customer Service” tab, then “Payment Options.”
- **Payment using Online Banking Services.**

Who do I call about monthly bills or payment?

Please call a Customer Service Representative at (808) 748-5030.